

## Tips from the Graduating Class

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PBHCI Cohort V

#### General Information

- Community Behavioral Health Center with an array of services for all ages including psychiatry, mental health and substance use disorder counseling, community-based services wellness & recovery services, residential services, medication assisted treatment and peer wellness coaching
- HIP Program Care Coordination, Wellness & Recovery services, Peer Wellness Coaching, Wellness & Recovery College (WHAM, WRAP, Peer-to-Peer Well Body, Tobacco Cessation, Nutrition Education, Seeking Safety)
- Number of staff: 150 total in Alton 12 Wellness & Recovery Specialists, 6 Peer Wellness Coaches, 2 Nurse Care Coordinators
- Clients service: 539 as of 6/30/16
- IPAT Level: Level 5







### **Primary Care Provision**

- Co-located FQHC with regular consultation and collaboration. While medical records are not fully integrated, information/record sharing is routine and embedded in processes.
- Primary care available on site 5 days per week; specialized care for clients with Hepatitis C/HIV also available twice a month
- Primary care partner pays rent for space at our facility, pays all costs to run primary care clinic and participates in consultative staffing and executive strategic planning meetings
- On-site services: PCP, lab, pharmacy, medical-legal partnership





## **Accomplishments**

- Positive client health outcomes
  - 83% reduction in psychiatric hospitalization
  - 92.9% reduction in justice system involvement
  - 93.8% reduction in homelessness
  - 79% reduction in ER visits
  - 52% decrease systolic BP 18 months
  - 69% cholesterol decrease 18 months



 Built a fully integrated peer workforce that is a critical component of our team – Peer Wellness Coaching is so popular that clients ask for it



### If I Knew Then What I Know Now...

- Start planning for sustainability from Day 1
- Do not make assumptions about FQHC listen!



 As you are starting up, recognize that changing the culture is just as important (if not more important) than the processes and programming you implement

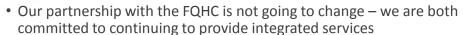
> Culture Change

> > PROCESS



# Moving Forward





- We are expanding medical screenings and embedding it into intake for the whole organization
- Our biggest challenge to sustain services?
  - Illinois budget crisis
  - Changes in how we will be paid (fee for service to value based care) could be an opportunity but the challenge is how much is still unknown



